

Maine Department of Health and Human Services

Integrated Quarterly Crisis Report

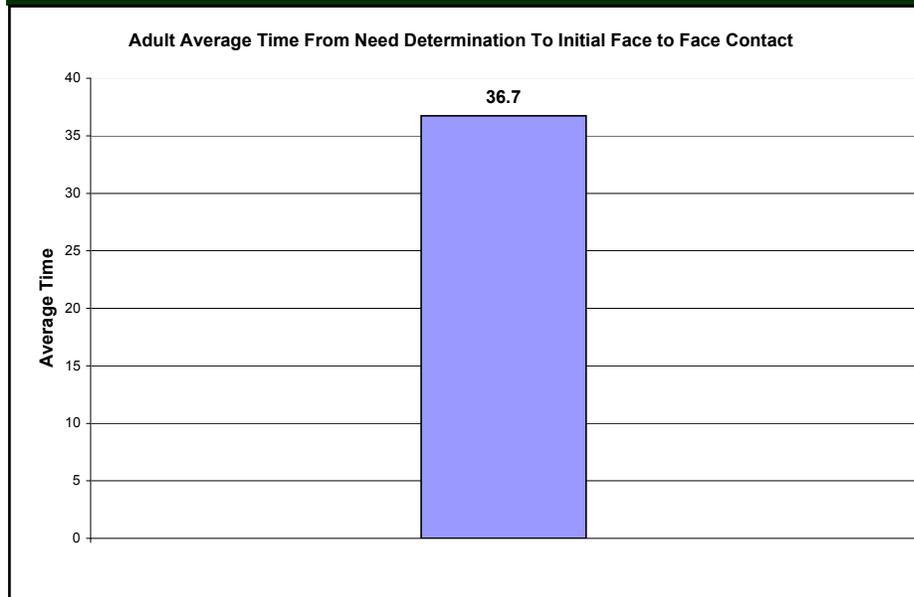
STATEWIDE with GRAPHS

Quarter 3 (January, February, March) SFY 2011

I. Consumer Demographics (Unduplicated Counts - Face to Face)									
Gender	Children	Males	686	Females	666				
	Adults	Males	1921	Females	2090				
Age Range	Children	<5y.o.	11	5-9	124	10-14	572	15-17	645
	Adults	18-21	467	22-35	1280	36-60	1843	61 & Older	332
Payment Source	Children	MaineCare	970	Private Ins.	350	Uninsured	38	Medicare	4
	Adults	MaineCare	2381	Private Ins.	625	Uninsured	718	Medicare	398
II. Summary of All Crisis Contacts									
						CHILDREN		ADULT	
a. Total number of telephone contacts.						6624		32170	
b. Total number of all <i>INITIAL</i> face to face contacts.						1454		4267	
c. Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER						104			
d. Number of face to face contacts that are ongoing support for crisis resolution/stabilization.						263		1198	
III. Initial Crisis Contact Information									
						CHILDREN		ADULT	
a. Total number of <i>INITIAL</i> face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with the individual was used.						173	12%	441	10.3%
b. Number of <i>INITIAL</i> face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT,TCM).						480	33%	1205	28.2%
c. Number of <i>INITIAL</i> face to face contacts who have a Community Support Worker and whose worker was notified of the crisis.						472	98%	1167	96.8%
d. SUM TOTAL time <i>in minutes</i> for all <i>INITIAL</i> face to face contacts in II.b. from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact.								156736	36.7
e. Number of <i>INITIAL</i> face to face contacts in Emergency Department with final disposition made within 8 hours of that contact.								2215	92.6%
f. Number of <i>INITIAL</i> face to face contacts <i>NOT</i> in Emergency Department with final disposition made within 8 hours of that contact.								1825	97.3%
CHILDREN ONLY: Time from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact									
Less than 1 hour	721	1 to 2 hours	337	2 to 4 hours	271	More than 4 hours	106		
	50%		23%		19%		7%		
CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis :									
Less than 3 hours	1106	3 to 6 hours	242	6 to 8 hours	37	8 to 14 hours	31	More than 14 hours	25
	76%		17%		3%		2%		2%
IV. Site of Initial Face to Face Contacts									
						CHILDREN		ADULT	
Number of face to face contacts seen in :									
a. Primary Residence (Home)						247	17%	416	9.7%
b. Family/Relative/Other Residence						6	0%	16	0.4%
c. Other Community Setting (Work, School, Police Dept., Public Place)						156	11%	82	1.9%
d. SNF, Nursing Home, Boarding Home						0	0%	20	0.5%
e. Residential Program (Congregate Community Residence, Apartment Program)						9	1%	25	0.6%
f. Homeless Shelter						1	0%	25	0.6%
g. Provider Office						27	2%	133	3.1%
h. Crisis Office						302	21%	863	20.2%
i. Emergency Department						695	48%	2392	56.1%
j. Other Hospital Location						7	0%	190	4.5%
k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility)						4	0%	105	2.5%
NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts						1454	100%	4267	100%
V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive)									
						CHILDREN		ADULT	
Number of face to face contacts that resulted in:									
a. Crisis stabilization with no referral for mental health/substance abuse follow-up						47	3%	209	4.9%
b. Crisis stabilization with <i>referral to new provider</i> for mental health/substance abuse follow-up						278	19%	726	17.0%
c. Crisis stabilization with <i>referral back to current provider</i> for mental health/substance abuse follow-up						580	40%	1439	33.7%
d. Admission to Crisis Stabilization Unit						248	17%	598	14.0%
e. Inpatient Hospitalization-Medical						3	0%	109	2.6%
f. Voluntary Psychiatric Hospitalization						288	20%	919	21.5%
g. Involuntary Psychiatric Hospitalization						10	1%	197	4.6%
h. Admission to Detox Unit						0	0%	70	1.6%
NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts						1454	100%	4267	100%

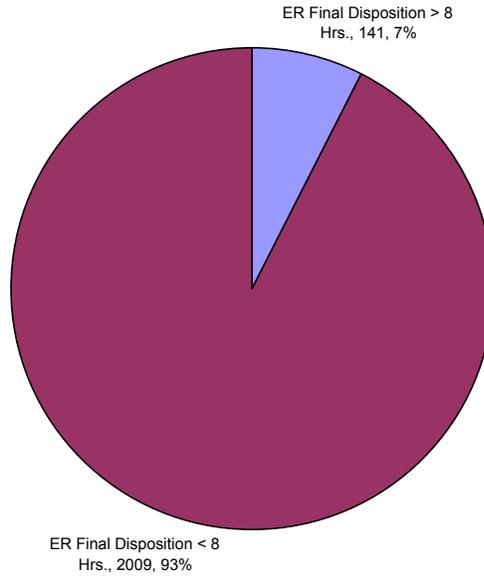
ADULTS ONLY

Adult AMHI CONSENT DECREE FEEDBACK REPORT		
No.	Result	STANDARD
IV.35	26%	No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.
IV.36	36.7 Average Minutes	90% of Crisis Phone Calls Requiring Face to Face Assessments are responded to within an average of 30 minutes from the end of the phone call.
IV.37	95%	90% of all Face to Face Assessments Result in Resolution for the Consumer Within 8 Hours of Initiation of the Face to Face Assessment.
IV.38	97%	90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis.

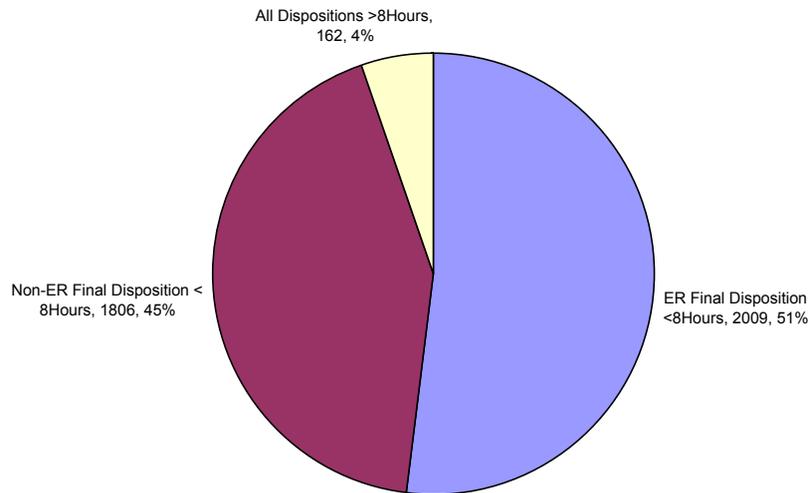


ADULTS ONLY

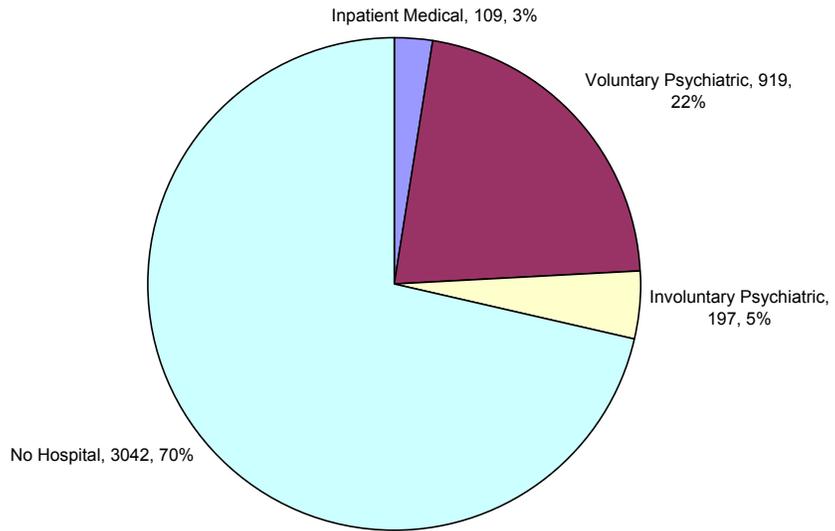
Adult Emergency Room Disposition Within 8 Hours



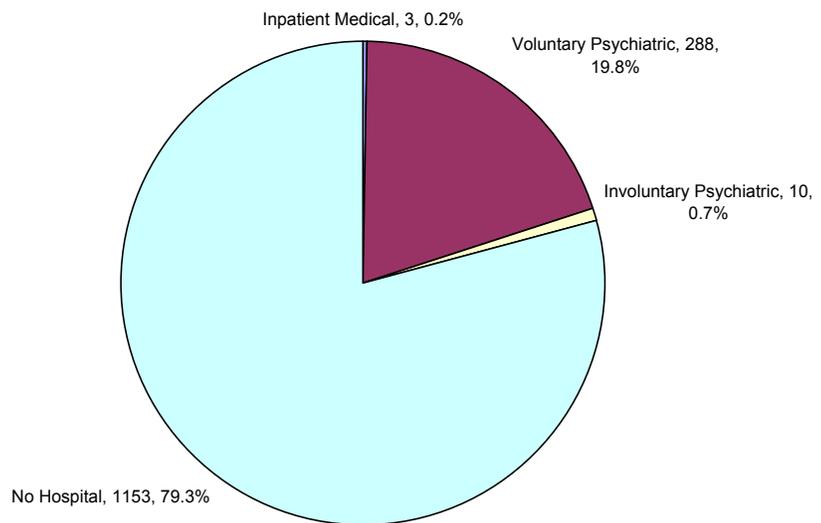
Adult Dispositions Within 8 Hours By Site



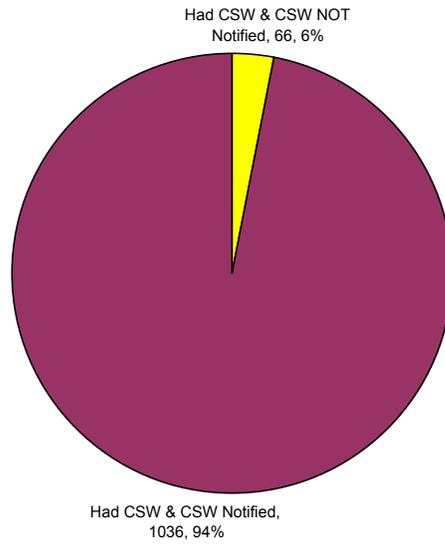
Adult Initial Contacts Hospitalized



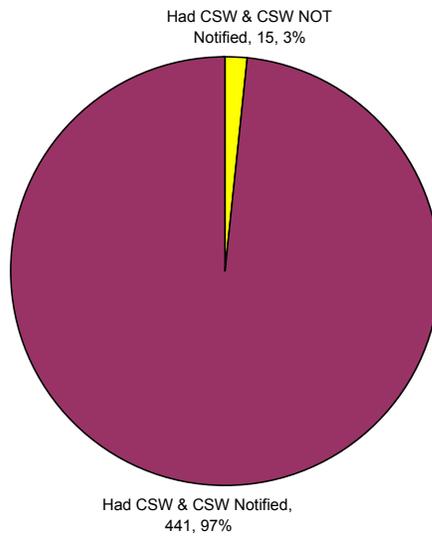
Children Initial Contacts Hospitalized



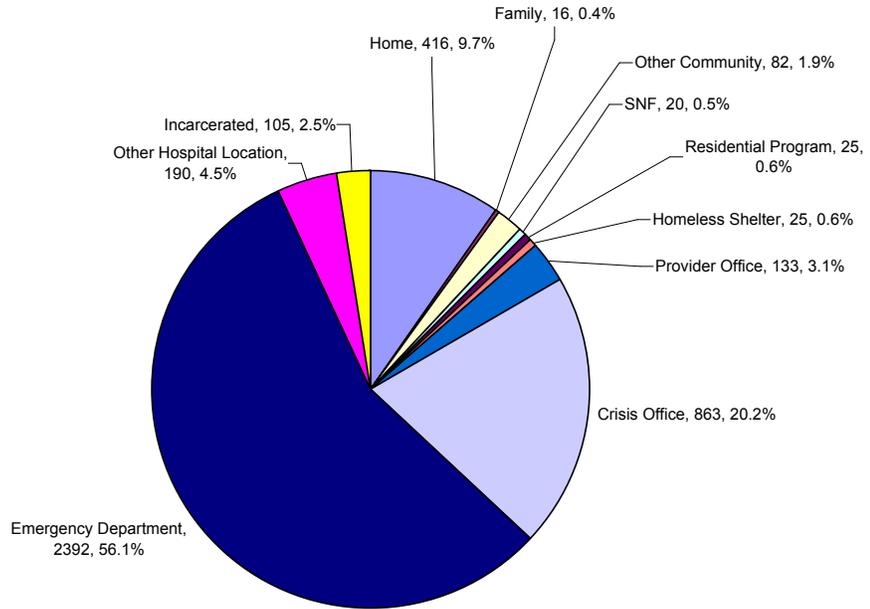
**Adult Initial Face to Face Contacts in Which the Client has a CI Worker
& The Worker is Notified of the Crisis**



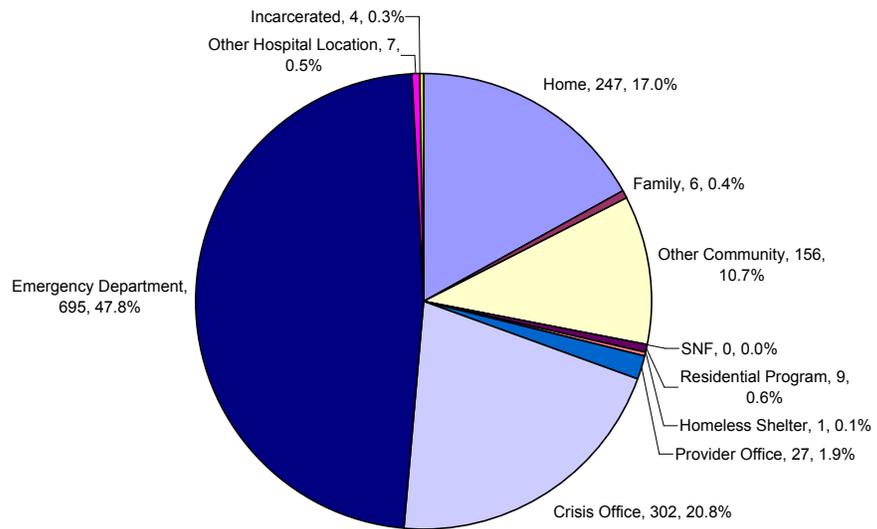
**Children Initial Face to Face Contacts in Which the Client has a CI Worker & The Worker is
Notified of the Crisis**



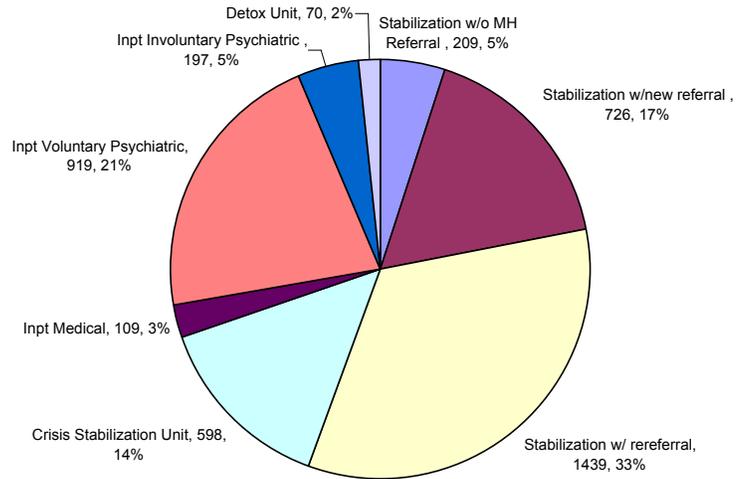
Adult Site of Initial Face To Face Contact



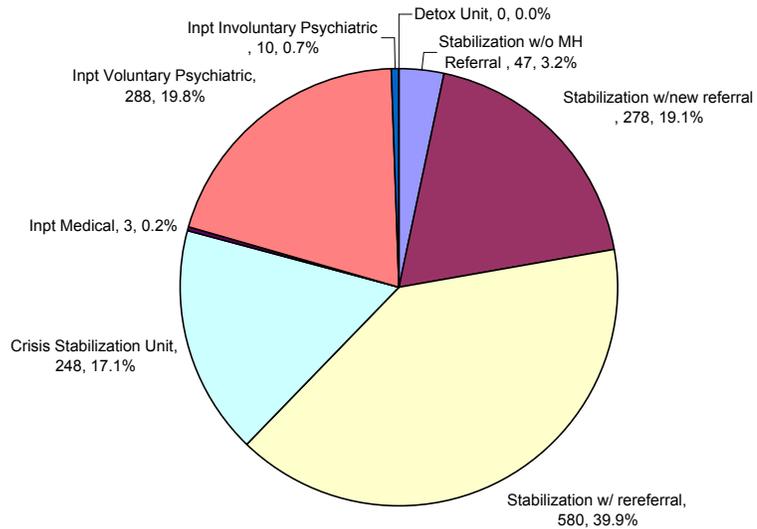
Children Site of Initial Face To Face Contact



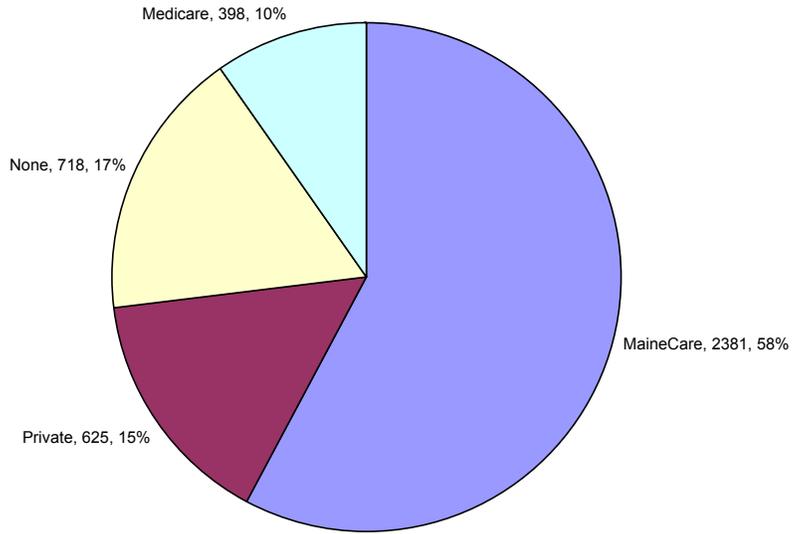
Adult Initial Crisis Resolution



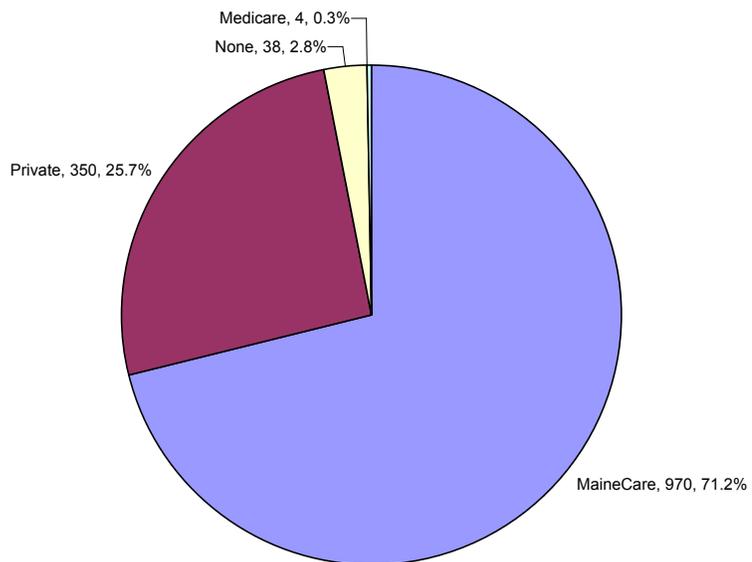
Children Initial Crisis Resolution



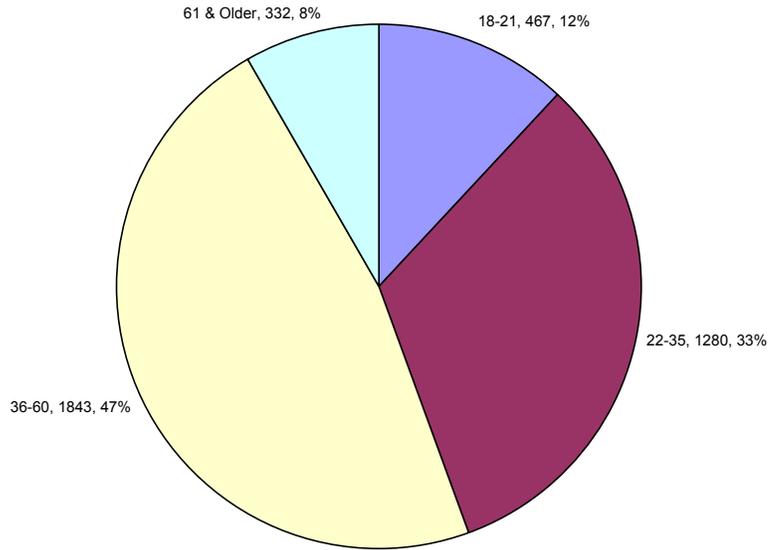
Percentage of Adults Served By Payment Source



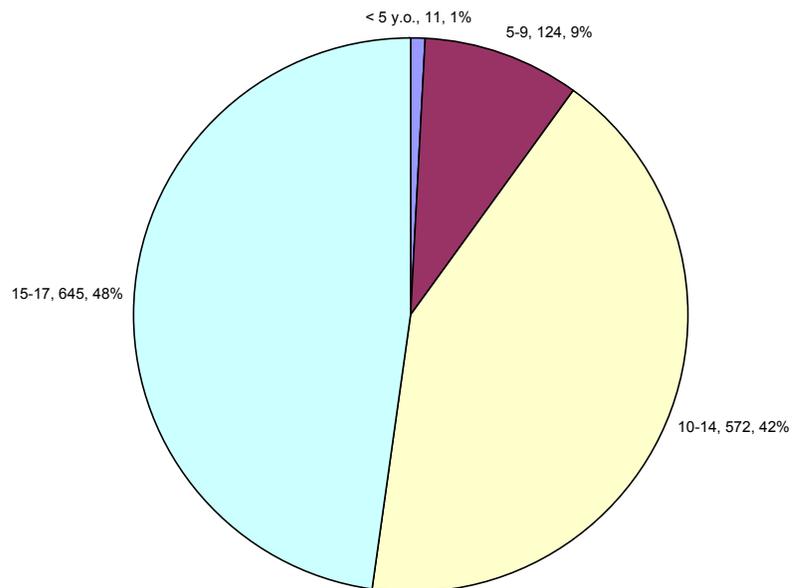
Percentage of Children Served By Payment Source



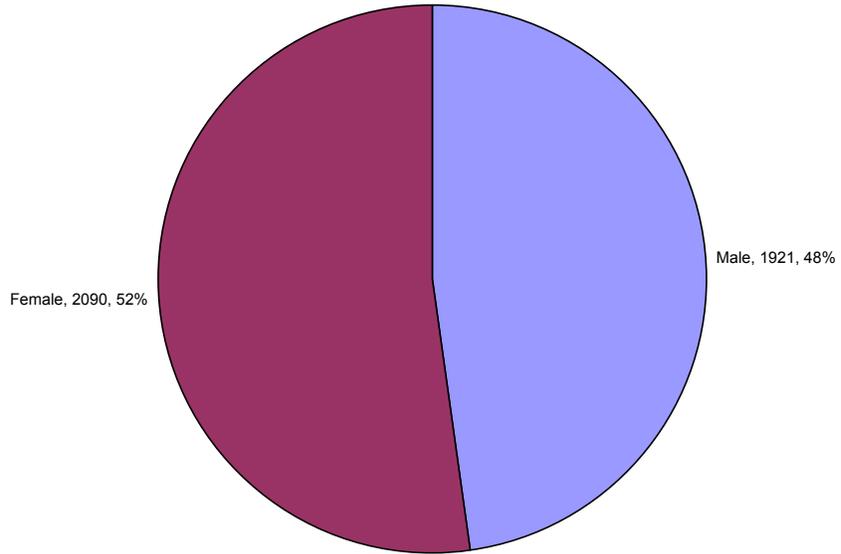
Percentage of Adults Served By Age Cohort



Percentage of Children Served By Age Cohort



Percentage of Adults Served By Gender



Percentage of Children Served By Gender

